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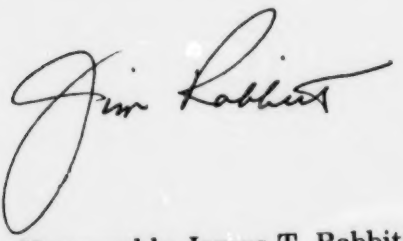
The Honourable David C. Lam
Lieutenant Governor
Province of British Columbia

May it please your Honour:

The 71st Annual Report of the Ministry of Labour and Consumer Services for the fiscal year ending March 31, 1990, is respectfully submitted.

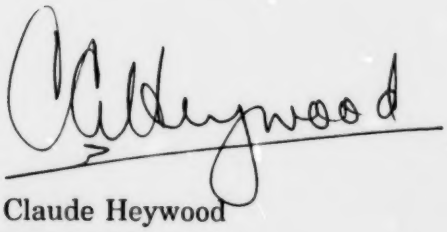


Honourable James T. Rabbitt
Minister of Labour and Consumer Services

The Honourable James T. Rabbitt
Minister of Labour and Consumer Services
Province of British Columbia

Honourable Minister:

I have the honour to submit herewith the Annual Report of the activities of the Ministry of Labour and Consumer Services for the fiscal year ending March 31, 1990.



Claude Heywood
Deputy Minister

Ministry of Labour and Consumer Services

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Mission Statement

The Ministry of Labour and Consumer Services provides a Responsive, Fair, Public Service Team to:

- Enforce employment standards and foster harmonious and productive employer-employee relations.
- Promote fairness for consumers.
- Foster and protect human rights.
- Protect worker health and safety.
- Regulate and manage the distribution and sale of beverage alcohol.
- Reduce the adverse impact of drug and alcohol abuse.

ACTS ADMINISTERED BY THE MINISTRY OF LABOUR AND CONSUMER SERVICES

(as of November 20, 1990)

Blind Persons Rights Act (to be replaced by the Guide Animal Act, 1990)
Cemetery and Funeral Services Act (proclaimed Feb. 9, 1990)
Cemetery Company Act (to be repealed)
Consumer Protection Act
Credit Reporting Act
Debt Collection Act
Debtor Assistance Act
Employment Standards Act
Fire Department Act
Human Rights Act
Inflation Control Act
Industrial Relations Act
Labour Regulation Act
Liquor Control and Licensing Act
Liquor Distribution Act
Metro Transit Collective Bargaining Act
(to be repealed by Statutes Repeal Act, 1990)
Ministry of Consumer and Corporate Affairs Act
Ministry of Labour Act
Motor Dealer Act
Multilevel Marketing Regulation Act
(formerly the Pyramid Distribution Act)
Railway and Ferries Bargaining Assistance Act
Residential Tenancy Act
Sale of Goods Act
Trade Practice Act
Trading Stamp Act
Travel Agents Act
Wage (Public Construction) Act
Workers' Compensation Act
Workplace Act
Exposure Bill: Pension Benefits Standards Act (Bill 44)

Employment Standards

Mandate

To assist in the resolution of employment standards disputes as an unbiased, independent participant.

To conduct investigations of applications pursuant to the Employment Standards Act.

To conduct investigations and provide conciliatory assistance and other special services to the Industrial Relations Council and to the B.C. Council of Human Rights.

Legislative Authority

The Employment Standards Branch derives its legislative authority from the Employment Standards Act, the Industrial Relations Act and the Human Rights Act.

The objectives of the Employment Standards Act are twofold:

Firstly, the act establishes the fundamental employment contract for non-union organizations and individuals which endeavour to encourage the fair and equitable treatment of employees;

Secondly, the act provides a framework within which the basic social and economic obligations of employers are clearly stated.

The legislation includes the manner and frequency of wage payment and the standards affecting wages, working hours, annual vacations, general holidays, maternity protection and provisions for the termination of employment.

An internal review mechanism contained in the Employment Standards legislation allows concerned parties to appeal the decisions of the Branch. This process has been recognized as an expeditious and economically viable approach to dispute resolution without the need to incur expensive legal costs.

Branch Activities

The officers and staff of the branch are involved in the following activities on a daily basis:

- providing information and consultation services to individual employees, employers and legal advisers regarding the standards of employment in the non-union work setting;
- case load management relating to the complaint process as provided by the legislation. The branch emphasizes voluntary resolution of employment disputes as an alternative to formal legal proceedings;
- acting as the field representative of the Industrial Relations Council and the B.C. Council of Human Rights by providing a variety of investigative and support services to the respective agencies.

Annual Highlights

The staff of the Employment Standards Branch has actively pursued a program of organization and program review in order to effectively manage the delivery of services in the changing labour market of the Province.

The review process has resulted in the establishment of a flat organizational structure with fewer management staff and an emphasis on decentralized decision making at the officer and administrative staff level. These changes have been accomplished in a work environment that encourages communication, employee participation, creative problem solving, and a high level of trust and respect.

A review of this nature will be an on-going process as the Branch strives to deliver the services in an effective manner.

Personnel and Resources

The employment standards program and the services offered to the Industrial Relations Council and the B.C. Council of Human Rights are delivered by Industrial Relations Officers (IROs), Employment Standards Officers (ESOs), and an administrative support staff.

The Branch complement consists of 60 officers supported by 39 administrative staff members and 6 management positions in 14 office locations.

At March, 1990, Statistics Canada estimated the total number of employed workers in the Province at 1,433,000. The number of employers registered with the Workers' Compensation Board was 103,515.

Table 1: Employment Standards Branch Activity Summary		
Wage Recovery	**1989 - 90**	**1988 - 89**
Number of certificates issued	1,417	931
Value of Certificates	$ 7,853,055	$ 4,003,918
Number of orders to pay issued	2,033	1,742
Orders to pay reviewed by Director pursuant to Section 13	130	113
Hearings held pursuant to Sections 83 & 84	59	69
Total user fees collected for reviews	$ 47,774	$ 42,150
Search fees	$ 67,470	$ 52,110
Recovered by litigation	$ 2,109,672	$ 2,022,483
Recovered by voluntary compliance	$ 3,363,547	$ 3,461,632
Assignments for Employment Standards	15,362	14,555
Assignments for Industrial Relations Council	1,467	1,733
Assignments for B.C. Council of Human Rights	388	398
Employment agency licenses issued	173	162
Farm labour contractor licenses issued	64	79
Child Employment Permits		
General permits issued	482	337
Fruit, berry and vegetable industry permits	642	646
Total child employment permits	1,124	983

Workers' Adviser

Mandate

To provide advice or assistance to injured workers and their dependents about the benefits and policies of the Workers' Compensation Board.

Legislative Authority

Derived from Section 94 of the Workers' Compensation Act which authorizes the Lieutenant Governor in Council to appoint Workers' Advisers.

Branch Activities

Clients of the program include British Columbians and other injured workers who have WCB claims, along with their dependants, union representatives, professional associations, and injured workers' associations.

Advisers meet with WCB officials to resolve specific claims issues which may not require appeals, and to make recommendations on general matters of policy and practice.

As well as general assistance, clients are also provided with specific representation in cases involving complex legal, medical or policy issues where there is no alternate representative.

In addition, Adviser activities include telephone and personal interviews, claims files' reviews and written advice, direct assistance in resolving claims' problems with the WCB, gathering medical and other evidence for appeals, preparing written submissions to the different appeal bodies, representation at hearings.

Advisers continue to provide assistance to approximately 90 unions.

With the growth of the Appeals' Administration Department at the WCB and the Registrar's Office at the Workers' Compensation Review Board, Advisers became increasingly involved in providing procedural assistance and representation to injured workers or their representatives.

For example, an injured worker who missed an appeal deadline may require assistance requesting an extension of time, or follow-up assistance in ensuring the implementation of an appeal body's decision.

Our Workers' Advisers' office was selected from among others in Canada to provide an administrative model and in-house training for the first Workers' Adviser appointed by the Government of the Northwest Territories.

Training Seminars

Advisers provide training seminars to unions, professional associations and other organizations which either represent or assist injured workers with Workers' Compensation claims.

During 1989/90, Advisers provided successful training seminars to numerous unions, new adjudication staff at the WCB and Workers' Compensation Review Board, and an Injured Workers' group in Northern British Columbia.

Referral Sources

Referral sources to the Advisers include: WCB, Workers' Compensation Review Board, lawyers, doctors, unions, associations, MLAs, MPs, Ombudsman's Office, Injured Workers' Groups, etc. Referrals from MLAs continue to be strong.

This year has witnessed significant growth in the number of claims filed with the Workers' Compensation Board. The resulting increases in client demands for advice and appeal assistance is expected to challenge the Advisers' office in the next year. An office move and additional staffing are projected.

Annual Highlights

The computerized caseload management system was enhanced during this period and the system generated interest from Ontario and the Northwest Territories, three major unions, and the B.C. Council of Human Rights.

The Ministry is exploring ways of sharing system design information with other interest groups. The next year should see improvements in the system's reporting and research capabilities.

The Ministry conducted an independent review of the Workers' Advisers office during the year through an outside management consulting firm, which found a consistently high level of consumer satisfaction with Adviser expertise, support and efficiency in the claims/appeals process.

In addition, several strategies were recommended to assist the office in meeting future demands, establishing a regional presence and further improving service levels.

Several recommendations have been already implemented with more schedule in the next fiscal year.

Table 2:	Workers' Adviser Activity Summary		
	1989 - 90	1988 - 89	1987 - 88
New inquiries	5,146	4,672	3,856
Carried over	660	648	579
New files	347	400	317
Re-opened files	55	75	87
Files closed	419	375	335
Total active files	653	748	648
Review Board hearings	98	100	47
Review Board Submissions	95	94	96
Commissioners' Submissions	81	65	80
WCB submissions	118	141	129
Total	392	400	352
Appointments	1,217	1,219	1,046
Seminars presented	18	35	30
Duty advice	4,692	4,672	3,856
Union referrals	895	871	958
Unions/associations assisted	88	88	92
Minister referrals	113	154	286

Employers' Adviser

Our mission is to provide professional advice, assistance, representation, and training to employers in Workers' Compensation matter in order to ensure the integrity of the system.

Mandate

To provide independent advice, assistance and information to employers, potential employers, and employers' associations concerning workers' compensation matters.

Legislative Authority

Derived from Section 94 of the Workers' Compensation Act which authorizes the Lieutenant Governor in Council to appoint employers' Advisers and provide remuneration and expenses to be paid by Government and re-imbursed by the Workers' Compensation Board.

Branch Activities

Employers Advisers:

- Provide advice and assistance in response to telephone or written enquiries about workers' compensation legislation, decisions, appeals, and related matters. Contact with the office duty adviser enables employers to obtain immediate advice concerning compensation matters.

In one interesting case, an Employers' Adviser had double vision when a worker claimed the photographic evidence of her activities was actually pictures of her twin sister. The appeals on this claim had spread over two years.

Ultimately the Commissioners decided the worker was not a credible witness and had misrepresented her situation. The worker was required to repay the Board in excess of $50,000 and $250,000 dollars (pension reserve) will no longer be paid on this claim.

- Prepare submissions to the Workers' Compensation Board, Workers' Compensation Review Board, Commissioners, and Medical Review Panels, and assist or represent employers in cases involving complex legal, medical or policy matters at enquiries conducted throughout British Columbia.
- Advise employers in dealing with the assessment department of the Workers' Compensation Board with respect to new registrations, incorrect classifications, experience rating problems, cost relief and appeals to the Director of Assessments and Commissioners. Successful resolution of assessment problems often takes place at the department level involving the employer, Workers' Compensation Board and adviser.

- Assist employers in dealing with the Occupational Health and Safety Division of the Board including assisting in the preparation for penalty hearings or Commissioners' appeals.

- Assist employers and associations by conducting educational and training seminars and public speaking engagements.

Over the past year, the Employers' Advisers Office has noticed a significant increase in employer involvement and awareness of the Workers' Compensation system specifically through Occupational Health & Safety penalties, assessments and the experience rating assessment plan. Advisers may visit employers' premises to review and advise management on Board policy, appeal mechanism and corrective action for the employer.

The restructuring of the Workers' Compensation Board system (Board of Governors) will require additional attention for advisers to review Board policies, practices and legislation.

To meet the ever increasing demand of the office, a computerized case management system is expected to be on stream in the immediate future to improve services and office procedures.

Annual Highlights

During the latter part of 1989 and early 1990, a comprehensive review of the Advisers' office was undertaken by an independent consulting firm. The report was most favourable in stating that the Advisers' office was extremely helpful to individuals requiring information or assistance in the Workers' Compensation system. A number of recommendations are currently in process to improve and increase the awareness of the Advisers' Office to employers through the Province.

Personnel and Resources

The branch is staffed with a director, three advisers and two support staff.

The 1989-90 branch budget is $ 358,365.

Workers' Compensation Review Board

Mandate

The Workers' Compensation Review Board is an independent administrative tribunal separate from the Workers' Compensation Board. The Review Board considers appeals from decisions made by officers of the Workers' Compensation Board on claims by workers under the Workers Compensation Act.

Appellants (workers, dependents or employers) are located throughout the Province in all industries which fall within the scope of coverage of the Workers' Compensation Act.

Legislative Authority

The Workers' Compensation Review Board, established under Sections 89 and 90 of the Workers Compensation Act.

Branch Activities

The Review Board holds hearings at least every four months in 14 communities throughout British Columbia.

Eighty per cent of all appeals are dealt with by way of oral hearings, the balance by way of written submissions and file reviews. All findings of the Review Board must be in writing.

The majority of appeals are dealt with by a three-person panel comprised of a vice-chairman and two members, one with a background associated with labour interests and the other with a background associated with employer interests. Some appeals are handled on an expedited basis by a vice-chairman sitting as a one-person panel.

Annual Highlights

In the current year there has been emphasis on ensuring that the findings of the Review Board are clear, concise and consistent. To achieve this aim, a quality assurance program has been introduced together with a revision of the standard format for findings.

A total of 5,934 appeals were received during the year while findings rendered totalled 5,484. At the end of the year there were only 174 appeals older than one year and the average time for disposition of all appeals was down to less than eight months.

Personnel and Resources

The Review Board is staffed with a chairman, senior vice-chairman, 15 vice-chairmen, a registrar, two deputy registrars, a manager of administration, an executive secretary, 31 support staff and 30 members.

The Review Board's 1989-90 budget is $ 4,611,188.

Consumer Credit and Debtor Assistance Branch

Established in 1977, the Consumer Credit and Debtor Assistance Branch assists individual consumers in repaying their debts by mediating with their creditors and by providing counselling on consumer credit matters.

In serving both those who lend money and those who owe money, Branch staff serve the best interests of the debtor, who might otherwise go bankrupt, and the creditor, who might otherwise not receive payment.

Mandate

To assist consumers to repay their debts consistent with their ability over a reasonable period of time, while still maintaining the dignity of a reasonable standard of living.

To protect the public interest by:

- licensing the industry;
- bonding the debt collection and bailiff industry;
- monitoring issues;
- ensuring compliance with statutes and regulatory requirements.

Legislative Authority

Legislative authority is granted by the Debtor Assistance Act, Debt Collection Act, Credit Reporting Act, and Part X of the Federal Bankruptcy Act.

These laws govern the relationship between creditors and debtors, define the rights and responsibilities of each, and set the mandate for regulating activities of marketplace participants in debt-related matters.

He arrived in Victoria confused and distraught. Almost a year after suffering a heart attack and subsequent hospitalization while visiting his daughter in California, the slim, white haired elderly man had just been informed his travel insurance was invalid due to a technicality. Repayment of the incurred medical expenses, nearly $30,000 (U.S.) was now solely his responsibility.

After investigation, the debt counsellor confirmed the insurance company was not legally obliged to honour the policy, but she managed to negotiate a cash settlement with the hospital of approximately one-third of the original sum.

"He was very much a gentleman," the counsellor said, "very proper and conscientious, but with a limited income and virtually no assets. He was extremely appreciative and when it was all over, he brought me half a dozen pink roses."

Branch Activities

Branch staff:

- counsel debtors to make repayment arrangements with their creditors while still maintaining a reasonable standard of living;

- regulate activities of credit reporting agencies, collection agencies and bailiffs. They also monitor and ensure compliance with provincial credit legislation and debt legislation;
- maintain contact with debtors, creditors, bailiffs and Federal and Provincial government agencies on credit and debt matters; and, answer inquiries on debt problems and credit legislation as well as liaise with schools, community groups and the credit industry.

Branch staff help debtors repay debts consistent with their ability by:

- arranging meetings between debtors and their creditors to bring about satisfactory arrangements for settlement of debts;
- advising and assisting a debtor in preparing a plan for settlement or repayment of debts;
- aiding debtors in obtaining postponements, adjustments or extensions of time for payment of their debts;
- providing advice and assistance to debtors who cannot meet their liabilities and who through court proceedings or otherwise are being pressed for payment by their creditors;
- providing information on consumer credit and debt matters; and,
- receiving money in trust from a debtor for transmission to creditors according to the debtor's instructions.

The Branch first attempts to help the client find his or her own solution to a particular debt problem. This usually involves an assessment of the client's income and financial commitments before encouraging discussion with creditors to work out a mutually acceptable repayment plan.

If a client is unemployed, bankrupt or facing a creditor who must resort to foreclosure or repossession, information about rights and responsibilities of the debtor is also supplied.

Activities under the Federal Bankruptcy Act

British Columbia is one of six provinces delegated responsibility from the Government of Canada to administer Part X of the Bankruptcy Act.

Along with Nova Scotia, Prince Edward Island, Manitoba, Saskatchewan and Alberta, British Columbia debtors are able to apply to a Ministry debt counselling office for consolidation orders which set out terms for the orderly repayment of debts. The order specifies the name and amount owing to each creditor, the amounts of payment and the schedule of payments to the courts.

In essence, the consolidation order amounts to a judgement of the court in favour of each creditor named in the order. With consolidation orders, the duty of the courts is to ensure money paid to the Debtor Assistance Branch is disbursed to creditors in line with terms of the legislation.

The Debtor Assistance Branch works with debtors to prepare their applications for consolidation orders and liaises with courts and creditors on issues related to orderly payment of debt caseloads.

Debt Collection Administration

The major activity of the Debt Collection Administrators is to license and regulate the activities of debt collectors and bailiffs. The Branch regulates collection and seizure practices of agencies and court bailiffs to ensure that undue pressure is not exerted on debtors, their families or their employers.

Bailiffs and collection agents must be licensed and must conduct their operations in accordance with provisions of the Debt Collection Act. Collection agents or private bailiffs may be prosecuted for contravention of the Act.

During the year regulations were amended in order to direct licensing appeals to the Commercial Appeals Commission as a more economical and expeditious route of appeal rather than to the Supreme Court.

Registrar of Reporting Agencies

The Registrar of Reporting Agencies is responsible for registering reporting agencies, monitoring their activities and handling complaints received from consumers (as outlined in the Credit Reporting Act) and has administrative responsibility for all credit issues such as advertising, disclosure, and credit practice provisions of the Consumer Protection Act.

The Credit Reporting Act and Regulations set forth guidelines to control the type of information which can be collected, where it can be stored, who can obtain it and the purposes for which it can be obtained. The Act also provides for disclosure, upon request, to consumers of the contents of their file including the sources of information therein, and names of credit reporting agencies who have accessed it. In addition, procedures exist for the correction of errors and legal recourse measures available to consumers if such are required.

Regulations apply to credit bureaus, financial institutions, retail department stores, oil companies, insurance companies and all others who keep and give out personal information as part of their business activity.

Annual Highlights

The Branch was successful in working with its clients to return $4,368,516 to creditors during the 1989-90 fiscal year -- a 22 per cent increase over the previous year.

In 1989, each consumer bankruptcy assignment filed represented an average of $29,210.00 in losses to the business and credit economy in British Columbia according to the office of the Superintendent of Bankruptcy. By helping prepare and grant consolidation orders through the orderly debts program, the Branch helped avert 651 potential bankruptcies which could have cost the B.C. economy $19 million.

By working with debtors to prepare and comply with the terms of the order, the Branch has also played a useful role in reducing the demand on court services.

Had the debt repayment option not been in place, the 1,827 ongoing client caseload might otherwise have resulted in 14,616 court actions.

The consumer credit industry plays an important role in the economy of British Columbia. At the end of fiscal year 1988-89, banks, trust companies, credit unions, mortgage companies and department stores had receivables of approximately $11 billion in consumer credit and $20 billion in mortgage credit.

Branch and Resources

In 1989-90, the Debtor Assistance Branch employed a total of 20 full-time equivalent employees; 18 in the debtor assistance area and two in the debt collection administration.

Four counsellors and a supervisor work from a Vancouver office which services Vancouver, the Lower Mainland, as well as the Prince Rupert, Kitimat and Terrace areas. Two counsellors located in Kamloops cover the Prince George, Okanagan, Kootenay and Kamloops regions with another two counsellors stationed in Victoria to provide services for residents of Vancouver Island.

Total expenditures for the Branch were $1,054,093; this represents 100 per cent of the estimates allocated for the fiscal year 1989/90.

Table 3: Debtor Assistance Branch Activity Summary			
	1989 - 90	**1988 - 89**	**1987 - 88**
Debt-counselling sessions	5,260	4,770	5,290
O.P.D.'s granted	651	674	683
O.P.D.'s paid/defaulted/settled	593	567	514
Total OPD/DAB. caseload	1,827	1,712	1,744
Funds disbursed by O.P.D.	$ 3,462,336.56	$ 3,160,986.00	$ 2,925,215.00
10% O.P.D. Levy (revenue)	318,173.11	0 *	0 *
Funds disbursed by D.A.B.	$ 906,180.11	$ 699,092.00	$ 615,394.00
3% D.A.B. Levy (revenue)	10,287.40	0 *	0 *
Total funds returned to Credit Industry	**$ 4,368,516.67**	**$ 3,860,078.00**	**$ 3,540,609.00**

* *O.P.D. and D.A.B. Levies (Bankruptcy Act, R.S.C. 1970, C, B-3, Section 211, Rule 30) Administration Cost, Debtor Assistance Branch - collection began July 1989.*

Table 4: Debtor Collection Act Activity Summary			
	1989	**1988**	**1987**
Agency licences issued	132	144	145
Collector licences issued	712	820	723
Written complaints	111	123	143
Telephone complaints	154	202	237
Total complaints	**265**	**325**	**380**
Licences (cancelled/refused/suspended)	0	7	25
Prosecutions	0	0	0
Gross collections	58.4 **	48.5 **	41.0 **
Bonds posted	4.9 **	4.1 **	4.0 **

** *millions of dollars*

Consumer Operations

Consumer Operations was formed in 1988 by amalgamating the Investigation Services Branch, Motor Dealer Licensing Branch and the Cemeteries Branch, under a single Director. Consumer Services offices now perform a generalist function as opposed to a specialist function. The amalgamation has resulted in a streamlining of investigation and inspection duties by the Consumer Services Officers.

Mandate

To allow consumers to operate in a fair and equitable marketplace and to allow consumers to make the best decision possible given all the facts.

Legislative Authority

The statutes which give rise to most investigations are the Consumer Protection Act, Trade Practice Act, Motor Dealer Act, and the Credit Reporting Act and Cemetery and Funeral Services Act.

The following statutes are also administered by the Branch: Blind Persons Rights Act, Multilevel Marketing Regulation Act, Sale of Goods Act, Cemetery Act, and Cremation Act. On February 9, 1990, the Cemetery Act and the Cremation Act were replaced by the Cemetery and Funeral Services Act. Investigation services are also provided relating to the Residential Tenancy Act, Travel Agents Act, and Debt Collection Act.

The Consumer Protection Act provides disclosure rules for consumer sales contracts and sets conditions for food plan contracts, fitness and health contracts, and negative option schemes. It is designed to promote fair dealing in the market place and to prevent misleading or unconscionable acts or practices.

The Trade Practice Act applies to most contracts between individuals and businesses except real property, securities and contracts for insurance.

Personnel and Resources

Consumer Operations has offices in Prince George, Kelowna, Kamloops, Vancouver and Victoria, comprising 22 FTEs, with an annual budget of approximately $1.25 million.

Registration fees for motor dealers and travel agents generate approximately $617,000 in revenue.

Investigation Services

Branch Activities

Investigations can be carried out anywhere in the Province. Investigators are situated in Prince George, Kelowna, Kamloops, Vancouver and Victoria.

Annual Highlights

The major areas of complaint during the year were related to misleading and deceptive practices affecting the elderly and disabled, particularly with regard to home repairs.

The case of a 90-year-old woman who nearly lost most of her life savings when she paid out $64,000 for home renovations. The value of the work was assessed at $1,500. The "renovator" was ordered to pay back the $64,000 and sentenced to two years in prison.

Motor Dealer Licensing

Legislation

The Motor Dealer Act came into effect in January, 1979. The Act requires that a person must be registered to carry on business as a motor dealer. To obtain registration, a motor dealer must maintain and occupy proper business premises in a properly zoned area; have a display area; and operate repair facilities or maintain a service contract with a repair outlet. The premises must be identified by a sign and the applicant must post security.

The Act also provides that certain information regarding a motor vehicle, if known to the dealer, must be passed on to the purchaser via the purchase and sales agreement.

The purchaser must be informed if:

- a vehicle is known to have been a taxi, a lease or rental unit or a police vehicle;
- a used motor vehicle has been damaged at a cost exceeding $2,000;
- a vehicle has been brought into the Province for resale, or if it was previously registered in another jurisdiction.

The seller must also disclose whether the odometer of the motor vehicle accurately records the true distance travelled by the motor vehicle . All motor vehicles offered for sale must have a selling price affixed to them.

Branch Activities

Branch staff:

- process applications for registration and issue registration to successful applicants;
- provide yearly renewal registration to 1,600 motor dealers and collect registration fees;
- maintain files and records of securities posted by motor dealers and ensure that securities are kept current;
- conduct inspections of motor dealers' premises, records and motor vehicles offered for sale;
- investigate consumer complaints of alleged violations of the Act and recommend prosecutions where applicable;
- identify and investigate individuals who carry on the business of a motor dealer without registration.

When necessary, the Registrar conducts hearings to suspend or cancel a motor dealer's registration, or to refuse registration of a new applicant. The Registrar also meets with motor dealer associations throughout the Province to discuss industry problems and possible legislation changes.

On the lower mainland, a car dealership was convicted for failing to disclose that a vehicle had been previously used for rental purposes. It was fined $2,500 under the Motor Dealer Act.

In 1989, two companies jointly compensated an elderly couple, after an investigation disclosed a mobile home they had purchased was defective to the extent it was almost uninhabitable. They provided voluntary restitution in the amount of $69,000.

Table 5: Consumer Operations Activity Summary

	1989 - 90	1988 - 89
Motor Dealer Renewals	1,600	1,600
Motor Dealer Inspections	1,293	993
Motor Dealer Hearings	39	48
Investigative files opened	992	646
Telephone complaints	31,075	27,752
Criminal prosecutions	23	17
Warnings	314	269
Reporting Agencies registered	31	31

Table 6: Consumer Operations Investigation Summary		
	1989 - 90	1988 - 89
Auctioneer/Pawnbroker	2	4
Charitable Solicitations	2	2
Entertainment/Hobbies	37	39
Funeral Act offenses	11	13
Financial Services	30	11
Home Appliances	77	40
Home Furnishings	30	31
Home Renovations	62	29
Motor Dealer Act offenses	271	208
Personal Services	68	52
Travel Act offenses	4	10
Vehicle - new	78	44
Vehicle - used	118	65
Vehicle - transmission repairs	8	3
Vehicle - other repairs	52	21
* Advertising	44	16
* General	41	43
* Purchase	49	13
* Repairs	4	1
* Warranty	5	1
TOTAL	**992**	**646**

(denotes items not included in other categories)*

Registrar of Cemeteries and Funeral Services

Regulatory supervision of this industry dates back to the 1950's.

The Public Utilities Commission was responsible for regulation until 1973 when regulatory jurisdiction was turned over to the Minister of Health Services and Hospital Insurance. Responsibility was transferred to the Minister of Consumer Services in 1974. In 1986, the regulatory jurisdiction was turned over to the Ministry of Labour and Consumer Services.

Legislation

The Registrar of Cemeteries and Funeral Services administers the Cemetery Act, the Cemetery and Funeral Services Act which was proclaimed February 9, 1990. It replaces five outdated Acts which previously regulated the cemetery, cremation and funeral service industry.

The Cemetery and Funeral Services Act gives the Minister of Labour and Consumer Services general jurisdiction over all cemeteries, columbaria, crematoria and funeral services in the Province. The Minister may also make regulations governing these services, subject to the approval of the Lieutenant-Governor in Council.

Summary of benefits of the new legislation:

- Bans telephone solicitation and direct selling at a person's residence. This ban also applies to direct selling of any form of insurance intended to provide for cemetery of funeral services.
- Establishes an Advisory Council to provide the Minister and Registrar with advise on issues of concern to the industry and public.
- Replaces a complex approval process requiring ministerial attention for administrative matters, by giving regulatory authority for most approvals and decisions directly to the registrar. Decisions of the registrar may be appealed to the Commercial Appeals Commission.
- Sets out clear administrative procedures for the establishment and operation of : cemetery, mausoleum, columbarium and crematorium facilities; the disposition of human remains and cremated remains; and for exhumation, disinterment and the closure of cemetery facilities.
- Makes disposition preference expressed in a will, pre-need cemetery services plan or prearranged funeral services plan binding -- except where compliance would be unreasonable, impractical or a hardship.
- Addresses the issue of consumer protection and rights of cancellation for the sale of lots, cemetery services and funeral services.

The new cemetery legislation sets out how a new cemetery, columbarium, mausoleum or crematorium may be established through a Certificate of Public Interest.

In 1989-90 there were 750 registered cemeteries, 22 crematoria and 6 mausolea in British Columbia.

All commercial, municipal, and some other large cemeteries, are further required to maintain a perpetual care fund, which represents 25 per cent of the price of the sale of all grave spaces in each of the cemeteries, along with a $10 minimum fee for each memorial marker installed. These funds are invested in trust with a savings institutions.

The principal amount cannot be removed without the permission of the Registrar of Cemeteries and Funeral Services. Any monies earned from the principal may, however, be used for care and maintenance of the individual cemetery.

The Act also regulates closing of cemeteries and their conversion to other uses, such as parks.

Many smaller cemeteries in the Province are maintained by boards of trustees appointed by the Minister under authority of the Cemetery and Funeral Services Act.

Branch Activities

Annual reports from all publicly operated cemeteries and from operators selling pre-need cemetery and funeral services plans are filed with the Registrar each year. These documents are reviewed for correctness, including proper contributions to trust funds. Financial statements are required from those cemetery and funeral operators that sell pre-arranged cemetery or funeral plans.

All consumer complaints dealing with both the funeral and cemetery industry are referred to the Registrar's office for resolution or enforcement considerations.

The Registrar's office maintains regular contact with the B.C. Funeral Service Association, the Cemetery Association of British Columbia, and a number of consumer groups regarding concerns about the two industries. Regular contact is also maintained with financial institutions with respect to regulatory requirements and trust monies handled on behalf of the cemetery and funeral industries.

Registrar of Travel Services

Mandate

To ensure consumer protection and marketplace credibility of persons offering travel services through the administration of the Travel Agents Act.

Legislative Authority

The Registrar of Travel Services administers the Travel Agents Act of British Columbia to ensure that all travel agencies in the Province selling or offering wholesale or retail travel services to the public are registered.

Branch Activities

Travel Assurance Fund

The Office of the Registrar of Travel Services collects initial and semi-annual contributions to the Travel Assurance Fund, and processes and requisitions payments of claims out of this fund under the administration of the Travel Assurance Board.

The Travel Assurance Fund reimburses consumers for prepaid travel services when funds are paid to a British Columbia registrant but the service is not received. Authority for the operation of the fund is the Travel Agents Act.

The total number of consumers affected by the claim payments was 667.

The Fund received revenue of $297,302.00 from registrants and $63,217.73 in recoveries. The Fund balance at the end of the fiscal year was $428,561.00.

Travel Assurance Board

The fund is administered by the Travel Assurance Board which is appointed by Order-in-Council.

The Travel Assurance Board met 17 times during the year and approved 462 claims for $482,975.00. The total amount of emergency payments was $29,140.00.

Registered Travel Agents and Tour Wholesalers

There were 899 registered travel agents and tour wholesalers in British Columbia as of March 31, 1990, a net increase of 41 from the previous fiscal year. During the year, 51 registrants went out of business either through bankruptcy, voluntary surrender of registration or revocation of their licence by the Registrar; ten of those closures resulted in claims against the fund. There were 92 new registrations issued for the same period.

The Travel Services Branch was called on to assist 19 travellers who were left stranded in Hawaii. A British Columbia tour operator closed its doors leaving holiday-makers' plans in ruins.

With the approval of the Travel Assurance Board, the Branch was able to assist not only the stranded vacationers, but another 300 hopeful travellers who had pre-paid for holidays.

Residential Tenancy Branch

The Residential Tenancy Branch administers the Residential Tenancy Act and aims to encourage self-resolution of landlord-tenant problems through public education and information. The branch also provides an accessible and inexpensive means of formal resolution for certain disputes.

There are approximately 400,000 rental units in British Columbia regulated by the Residential Tenancy Act. Residential properties as diverse as basement suites, manufactured home pads, highrise apartment buildings and single family homes fall under this legislation.

Approximately 70 per cent of the rental units are located in the Lower Mainland area, with another 10 per cent in the Victoria area and the balance spread throughout the Province.

Mandate

Principal functions of the branch are to:

- provide information to landlords and tenants on their rights and responsibilities under the legislation through telephone inquiries, personal interviews and correspondence;
- administer a dispute resolution process using government appointed arbitrators; and
- improve public awareness of Residential Tenancy Act provisions by providing speakers to landlord, tenant and community groups.

Legislative Authority

The Residential Tenancy Act regulates all major aspects of landlord-tenant relationships for residential premises, including rights and responsibilities of landlords and tenants, methods and reasons for terminating tenancies, repair and maintenance of premises, rent increases, security deposits, and compensation. Mobile home pad tenancies are also regulated under the Act.

Remedial legislation governing residential tenancies in British Columbia was first introduced in 1974. These recommendations responded to a recognized need for new statutory provisions governing modern residential tenancies.

The current Residential Tenancy Act (1984) instituted a system of shared jurisdiction over urgent residential tenancy disputes. Specific disputes are resolved through arbitration administered by the Residential Tenancy Branch unless the parties agree to have all disputes resolved by the courts; the parties appoint their own arbitrator to resolve a specific dispute; or, one party obtains a court order removing the dispute from the jurisdiction of the arbitrators.

Changes to Residential Tenancy Act

In August 1989, amendments to the Residential Tenancy Act were proclaimed to provide for arbitration of monetary claims and to extend the application of the Act to long-term residents of hotels and rooming houses.

The change in legislation, plus low vacancy rates in many parts of the province, contributed to a 71 percent increase in the number of arbitration applications received by the Residential Tenancy Branch during the reporting period.

Branch Activities

Arbitration

The arbitration process is designed to provide a relatively inexpensive and quick method of binding dispute resolution which is less formal and more accessible to landlords and tenants than the Supreme Court.

Decision making powers under the legislation are vested in the arbitrators. A decision or order of an arbitrator is enforceable by filing the order in the Supreme or Provincial Court and is reviewable on questions of law or jurisdiction only, under the Judicial Review Procedure Act.

Fourteen arbitrators appointed by the Minister of Labour and Consumer Services were contracted to provide arbitration and related services to the Residential Tenancy Branch in the fiscal year.

The branch processed 9,037 applications for arbitration during the reporting period. The most prevalent subject matters of these applications were: monetary claims, disputed notices of termination, orders of possession, applications for early termination and repairs and services.

Branch Inquiry Officers

Information on landlord-tenant matters is provided by the branch's inquiry officers to assist landlords and tenants in resolving problems between themselves or, where such self-resolution is not possible, to enable them to pursue a resolution through arbitration or court action.

"'Renting in British Columbia' is an informative and very popular pamphlet -- it should be required reading for every landlord and tenant in the province!" stated a government agent from the interior.

Access to Residential Tenancy Information and Assistance

The main office of the Residential Tenancy Branch is now located in Burnaby with a branch office in Victoria. These offices receive arbitration applications, answer public inquiries on landlord-tenant matters and supply prescribed forms and informational material pertaining to the Residential Tenancy Act.

Persons anywhere in the province can quickly access branch services through their Government Agent.

Government Agents can:

- supply the public with prescribed forms and informational material;
- receive arbitration applications for immediate electronic transmission to the branch; and
- forward landlord and tenant inquiries to the branch.

Annual Highlights

Amendments to the Residential Tenancy Act in August, 1989 transferred jurisdiction for monetary issues from Small Claims Court to the Residential Tenancy Branch. This legislative change, combined with low vacancy rates in many parts of the province, contributed to a 71 percent increase in the number of arbitration applications received by the branch over the year.

Branch Resources

Actual expenditures for the fiscal year totalled $1,628,498, while revenues for arbitration filing fees totalled $245,906.

Table: 7 Residential Tenancy Branch Activity Summary

	1989 - 90	1988 - 89	% Increase Decrease
Arbitration applications	9,037	5,297	
Monthly average	753	441	+ 70.7
Information files	1,300	1,321	
Monthly average	108	110	- 1.8
Telephone inquiries	107,294	100,358	
Monthly average	8,941	8,363	+ 6.9
Walk in inquiries	19,453	12,932	
Monthly average	1,621	1,078	+ 50.4

Table: 8 Arbitration and Information Files Opened		
	1989 - 90	1988 - 89
Repairs / Services	483	381
Order of Possession	3,895	3,349
Early Termination	545	518
Disputed Termination	1,930	1,167
Monetary	2,273	
Miscellaneous	1,211	1,203
Total	**10,337**	**6,617**

Liquor Control and Licensing Branch

The primary purpose of the licensing process is to maximize economic and social benefit to the community while minimizing the social cost associated with the public consumption of liquor.

Mandate

To ensure that all licensees comply with the terms and conditions of their licences and operate their premises in a proper manner according to the law.

Legislative Authority

Under the Liquor Control and Licensing Act, the General Manager of the Liquor Control and Licensing Branch is responsible for the supervision of the operation of every licensed establishment in British Columbia. The General Manager or his designate can issue new licences and cancel, suspend or refuse licences.

Licence Classes

There are eight categories of licences.

"A" Licences: Hotels, resorts,clubs, recreational centres, aircraft, trains, motor vessels, airports, municipally and provincially-owned cultural centres, universities, military messes.

"B" Licences: Dining establishments engaged in the service of food.

"C" Licences: Cabaret primarily engaged in providing entertainment.

"D" Licences: Neighbourhood Public Houses.

"E" Licences: Sport stadiums or concert halls.

"F" Licences: Establishments oriented to marine activities (Marine Public Houses.)

"G" Licences: Licensee Retail (Beer and Wine) Stores.

"H" Licences: Licensee Retail Stores issued to Non-Conforming Hotels.

A total of 535 new licences were issued in 1989/90.

Branch Activities

Licensing

Under the authority of the Liquor Control and Licensing Act and Regulations, the Liquor Control and Licensing Branch is responsible for:

- issuing and transferring licenses for the sale of liquor;
- licensing breweries, distillers and wineries, and their agents;
- approving and monitoring product advertising;
- inspecting licensed premises to ensure they comply with the law;
- taking appropriate disciplinary action against licensees for contravention of the Liquor Control and Licensing Act and Regulations.

Annual Highlights

In 1989/90 the Branch introduced several amendments to the licensing process in response to recommendations of the 1987 Liquor Policy Review by MLA John Jansen and the 1989 Liquor Licensing Review conducted by Peter Bazowski. These changes include:

1. **Local Government Involvement**
   An expanded role in the licensing process for local government to enable them to better determine the community impact of proposed licence applications.

2. **Liquor Licensing Committee**
   The establishment of the Liquor Licensing Committee consisting of a panel of three persons drawn from senior officials within the Ministry and chaired by the General Manager of the Branch. The Committee hears all new liquor licence applications except for restaurants.

3. **Liquor Appeal Board**
   The establishment of the Liquor Appeal Board to hear appeals against decisions of the Liquor Licensing Committee or the General Manager. The Board consists of a chairman, a vice-chairman and eight to twelve members. The Board hears appeals in panels of either one or three members as the chairman considers advisable.

Responsible Beverage Service Program

During the year, the mandatory "Serving It Right" Responsible Beverage Service Program was introduced.

Policy Manual

A comprehensive Branch policy manual was developed to be completed and distributed in the 1990/91 licensing year.

Enforcement

Five regional senior inspectors and twenty-two inspectors located throughout the Province serve greater Vancouver, Vancouver Island, and regional districts with offices in Prince George, Dawson Creek, Terrace, Kamloops, Kelowna, Vernon, Penticton, Cranbrook and Trail. Each inspector is responsible for overseeing the conduct of all licensed establishments in his/her area to ensure they operate in compliance with the Liquor Control and Licensing Act and Regulations.

Minor problems are handled locally by the inspector whereas more serious ones are referred to the Regional Senior Inspector for formal action pursuant to the Liquor Control and Licensing Act which may result in a restriction, suspension or cancellation of liquor licensing privileges. The most serious or sensitive of problems are referred to the General Manager or his designate.

In addition to their enforcement activities, inspectors assist applicants throughout the licensing process, and play an educational role in the community. They liaise with police and other government agencies, monitor licensed establishments and investigate complaints.

Situations which result in enforcement proceedings include service to minors, service after hours, over-service of patrons, serving liquor without food in restaurants, and problems associated with entertainment (usually those which cause or contribute to lack of control in the establishment).

The Police Walk-Through Program is an effective enforcement strategy. The program, whereby police walk through licensed premises and fill in a "check-list" report, provides a highly visible police presence and acts as a deterrent to criminal or disorderly conduct and to infractions of the Liquor Control and Licensing Act. Police reports which indicate problems in the operation of a licensed establishment are considered by the Branch and appropriate action taken to ensure compliance with the Act, Regulations, and terms and conditions of the licence.

Personnel and Resources

In 1989/90, the Liquor Control and Licensing Branch employed 65 staff (full-time equivalents).

Table 9: Liquor Control and Licensing Revenues 1989/90	
Licence Issuance Fees	$ 3,774,492.75
Distillers Licence Fees	3,000.00
Winery Licence Fees	5,500.00
Brewers Licence Fees	294,116.97
Special Occasion Licence Fees	417,550.37
Liquor Purchase Assessment Fees	7,918.32
Transfer Fees	196,350.00
Transfer of Shares Fees	37,750.00
Sundry Receipts	17,153.20
Referendum Fees	22,500.00
Application Fees	27,875.00
Agent Fees	6,800.00
TOTAL	**$ 4,811,006.61**

Table 10: Liquor Control and Licensing	
Actual Expenditures	**1989/90**
Salaries and benefits	$ 2,556,550.00
Operating Costs	777,730.00
Asset acquisitions	105,269.00
TOTAL	$ 3,439,545.00

Table 11: Summary of Liquor Licences by Category 1989-90				
	Renewed	**New**	**Cancelled**	**Total**
"A" Licences	**1,586**	**51**	**14**	**1,623**
Public House	13	0	0	13
"A" Pub	426	4	2	428
Combined Pub	15	0	1	14
Lounge	1,127	47	11	1,163
Mess	5	0	0	5
"B" Licences	**3,722**	**424**	**106**	**4,040**
Dining Room	1,082	199	49	1,232
Dining Lounge	2,150	169	43	2,276
Dining Lounge/Holding Area	490	56	14	532
"C" Licences Cabaret	**197**	**9**	**10**	**196**
"D" Licences Neighbourhood Pub	**256**	**8**	**4**	**260**
"E" Licences Stadium	**18**	**0**	**0**	**18**
"F" Licences Marine Pub	**25**	**4**	**0**	**29**
"G" Licences Licensee Retail Stores	**103**	**39**	**0**	**142**
"H" Licences Licensee Retail Stores	**25**	**0**	**0**	**25**
TOTAL	**5,932**	**535**	**134**	**6,333**

Table 12: Liquor Enforcement Statistics 1989 - 90	
Warning Letters	85
Hearings	66
Suspensions	63
Agents suspended	4

Liquor Distribution Branch

Liquor Distribution Branch manages the distribution of beverage alcohol products in the province and retails alcoholic beverages.

The branch produces a product guide every month and handles consumer enquiries regarding prices, stock selection and service.

(See Liquor Distribution Branch Annual Report for detailed summary of activities.)

Alcohol and Drug Programs (ADP)

Mandate

Alcohol and Drug Programs has responsibility for planning, funding and coordinating treatment and prevention programs related to the abuse of alcohol and other drugs in British Columbia. This has been accomplished through a regionalized organization designed to respond to community needs.

Organization

In 1989/90, Alcohol and Drug Programs was managed by an executive committee composed of the executive director, director of management services and five regional directors, assisted by a medical adviser. Regional directors were responsible for establishing and maintaining alcohol and drug prevention and treatment delivery systems in the following geographic regions:

- Region 1 - Lower Mainland
- Region 2 - Fraser Valley
- Region 3 - Thompson-Okanagan /Kootenays
- Region 4 - North
- Region 5 - Vancouver Island, Gulf Island and Central Coast

Regional offices also administered contractual agreements with private, non-profit societies delivering alcohol and drug treatment services, liaised with community organizations, distributed alcohol and drug information, and consulted with other provincial government agencies and programs. In October 1989, responsibility for the Prince George Alcohol and Drug Clinic was transferred to the community, reducing the programs managed directly by Alcohol and Drug Programs to 14.

Management Services was responsible for financial and personnel coordination, evaluation and research, coordination of information systems, general policies, as well as community awareness programs, including social marketing, educational resource development and TRYLINE information/referral services.

"TRY - The Responsibility is Yours"

The three-year, $137 million provincial TRY Program is a multi-ministry initiative to counter substance abuse in British Columbia. The program has the following goals:

- A comprehensive strategy of prevention
- Expanded and enhanced treatment resources
- Development of innovative community projects
- A commitment to evaluation and research

Alcohol and Drug Programs has program responsibility for the overall planning, funding and coordination of the TRY Program. In 1989/90, the commitment to prevention and treatment programs that respond to community need was strengthened.

TRY Prevention Programs and Initiatives

The thrust of the TRY Program is prevention at the community level through increased awareness, education and intervention. This reflects the understanding that long-term solutions will be the result of people changing their attitudes towards substance use, and ultimately, changing their personal behaviour.

"The TRY Campaign has really enhanced prevention efforts in our community by reinforcing the message we have been putting out for several years. Suddenly it is no longer a small group of people taking a stand on substance abuse, the message is everywhere now - TRY has given us credibility."

-- Marnie Cuthill, Community Development Consultant (Nakusp)

TRY Community Awareness

The first step towards prevention has been to increase awareness by stressing three messages:

- Alcohol and drug abuse affects everyone.
- Alcohol and drug abuse can be prevented.
- All individuals must take responsibility for changing attitudes towards alcohol and drug abuse.

Alcohol and Drug Programs spent $3 million in 1989/90 on the following public awareness initiatives:

- **Media Campaign** - television, radio, ethnic programming, busboards, TV listings, and professional journals.
- **Community Marketing** - sponsorships and working partnerships with professional groups, including teachers, physicians, media publishers, pharmacists, and broadcasters.
- **Drug Awareness Week (DAW)** - a highly successful provincial event in which hundreds of British Columbians participated during the week of November 19-25, 1989. Over 200 groups were involved in 400 projects. A provincial survey found that 75 percent of respondents were aware of this event.

  Highlight: TRY TEST - an alcohol and drug awareness test featuring a one-hour radio special, and distribution of over 400,000 TRY TEST pamphlets through physician's offices, hospitals, pharmacies, clinics and community events.
- **TRYLINE** - a 24-hour, toll-free information and referral service for British Columbians (1-800-663-1441). Most of the 9,000 calls received were about alcohol problems.

"Thank God for the TRYLINE, or I wouldn't be here today."

-- an unidentified caller who phoned to express gratitude to TRYLINE staff in his ninth month in recovery.

- **TRYLINK** - a community action bulletin to heighten awareness at the local level about the many substance abuse initiatives being developed throughout the province.

- **Demand Reduction Strategies** - major initiatives aimed at developing alcohol and drug information on specific topics, and to address the needs of special groups, including high risk youth, ethnic communities, immigrants and parents or guardians.

- **Educational Resources Materials** - nearly 2 million alcohol and drug information pamphlets were distributed and almost 26,000 posters. 325 registered community resources used the library services provided by Alcohol and Drug Programs. For the third year, Alcohol and Drug Programs joined with the Kaiser Substance Abuse Foundation to produce the 1990 Directory of Substance Abuse Services in B.C..

A public survey conducted in the fall of 1989, which followed up on the major survey undertaken in September, 1988, showed that 46 per cent of respondents were aware of the TRY Program and public concern about alcohol and drug issues continued to be high.

"TRY has enabled communities like ours to get involved - and we are amazed at the results."

-- Lake Country ADAPT Task Force

Community Action Program (CAP)

Individuals, community groups and associations were encouraged to become involved in the development of local, innovative prevention and treatment programs. Regional Review Committees, whose members were appointed from local communities, recommended grant awards for 167 projects in 1989/90 totalling almost $2 million. Over $2.6 million has been awarded to 240 community projects since the CAP began.

Almost one-half of the CAP grants supported community projects that benefit young people and their parents or guardians, including school plays with an addiction focus, interactive videos to assist decision-making, workshops and retreats for parents and youth, and projects promoting alcohol and drug information.

"We feel the Community Action Program is getting off to a great start and will continue to grow and be a benefit to our community."

-- Carol Blatchford, Cowichan Lake Community Services Society

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Other Ministry of Labour and Consumer Services TRY Initiatives

CounterAttack
- awareness related to drinking and driving

Liquor Control and Licensing
- Responsible Beverage Servers Education Program

Liquor Distribution Branch
- participation in the TRY Awareness Campaign and Drug Awareness Week

TRY Initiatives: Other Ministries

Five other Ministries were directly responsible for TRY Program initiatives in 1989/90 that had the following objectives:

- To give greater emphasis in the public school curriculum to alcohol and drug issues - "Learning for Living Curriculum", **Ministry of Education**
- To heighten awareness among seniors and health professionals regarding the use of prescription drugs -Seniors Drug Action Program, **Ministry of Health, with responsibility for Seniors**

"We were very pleased with the launch of the Brown Bag Clinic. Over 20 seniors received personalized medication reviews from local pharmacists."

-- Dr. Kim McEwan, Seniors Drug Program Coordinator

- To make women and health professionals aware of the dangers of substance abuse for the unborn child - Perinatal Awareness Program, **Ministry of Health**
- To provide education to health, education and other professionals about substance abuse issues - Professional Training Program, **Ministry of Advanced Education, Training and Technology**
- To heighten awareness and encourage action by Native communities to counter substance abuse - Off-Reserve Community Awareness and Action Program, **Ministry of Native Affairs**

"Keep the Circle Strong" was the theme adopted by the Nisga'a Valley Health Board Alcohol and Drug Committee during Drug Awareness Week in November. "The unity that is coming out of the efforts put into the week has created a lot of energy and hope...the circle has grown immensely."

-- Louise Mayo, National Co-ordinator.

- To educate new drivers and impaired offenders about the dangers of drinking and driving - Impaired Drivers Awareness and Novice Drivers Awareness Programs, **Ministry of the Solicitor General**

Special Events in 1989/90

- **FIRST NIGHT** - the TRY Program supported highly successful, non-alcohol New Year's Eve events organized by arts groups in communities throughout the province.

"We were overwhelmed by the number of people!"

-- Gail Lund, an organizer of FIRST NIGHT held on Gabriola Island, which 600 people attended.

- **FORUM '90** - 175 representatives of 40 different professional, business, industry, law enforcement and community organizations, who had an interest in substance abuse issues, met March 29-30 in Richmond. Their policy requests were submitted to the Advisory Committee on Substance Abuse.

Treatment Programs

By the end of 1989/90, 188 treatment programs were part of the provincially-funded alcohol and drug treatment system - an increase of 110 services since the beginning of the TRY Program. During the same period, expenditures by Alcohol and Drug Programs rose by 55% from $22 million to $34 million.

Most treatment programs were delivered by government funded, non-profit, community-based societies. The following were supported:

- **Detoxication** - available for acutely intoxicated individuals and those requiring medical supervision while withdrawing from substance abuse. Eight programs were available.

A counsellor working with a mother and her four children, all victims of the father's substance abuse problem, was making no progress with the ten year old son. Then to her delight the boy called to request a counselling session. When asked why he had a change of heart, he told the counsellor he had seen a TRY commercial that portrayed parents fighting and a little boy sitting on the front porch. He felt such overpowering emotions, he realized he needed help to deal with them.

-- Fraser Valley, Alcohol and Drug Programs

- **Outpatient** - counselling services for substance abusers and their families. By the end of 1989/90, these programs had doubled over those available prior to the TRY Program. Provincial expenditures were $17.8 million in 1989/90.

- **Residential** - two to six week programs that feature group therapy, individual counselling and life skills training. In 1989/90, $ 5.9 million was spent on these programs.

- **Supportive Recovery** - two to six month programs to help clients regain their health and develop the skills they need to avoid future chemical dependency problems. Since 1987/88 an additional 100 beds have been supported.

- **Hospital Chemical Dependency Resource Teams (CDRT)** - teams identify, intervene with and refer substance abusers to other alcohol and drug treatment services. In 1989/90, $1.3 million was spent on 14 programs in 13 hospitals.

- **Correctional Institution Services** - services to educate and treat inmates who are substance abusers, provided in cooperation with the Ministry of the Solicitor General. Services were available in 23 correctional facilities in 1989/90.

Increased Demand: The success of the TRY Awareness Campaign has increased the demand for treatment throughout the province, but particularly in the Lower Mainland, Fraser Valley and Greater Victoria areas where population growth is concentrated.

Specific actions were taken in 1989/90 to relieve this situation:

- Treatment programs were redesigned
- Alternative techniques for group counselling were introduced
- Hours of operation were extended

- Pilot outpatient "Day Programs" were introduced to relieve demands on residential programs.

Youth Treatment Services: By the end of 1989/90, outpatient counselling programs were available for young people and their families in every region of the province.

- Peak House, Vancouver: 12 residential beds for intensive care and six beds for stabilization and assessment
- four detoxication programs, with many hospitals providing this service
- two drop-in day treatment centres in Vancouver and Burnaby
- two Street Kids programs in Vancouver and Victoria
- 74 outpatient programs that serve youth and their families
- six youth corrections facilities provide counselling services
- one "Intensive Child Care Resource" is allocated a counsellor
- 13 hospital addiction units serve both youth and adults
- one high risk kids programs in Victoria (YM/YWCA)
- 14 Native Friendship Centres allocated youth counsellors
- one school-based program in Prince George

Unique Treatment Programs: The TRY Program supported many services specifically tailored to the needs of special population groups, including programs for seniors and the Native community.

Two new links with street kids in the Lower Mainland have been forged by the Odyssey and Nexus programs that offer not only a supportive environment but also access to counselling, screening, assessment and referrals services.

-- Lower Mainland, Alcohol and Drug Programs

Research and Evaluation

Research Review Committee

This committee has responsibility for soliciting and recommending research proposals from substance abuse experts. In 1989/90, 14 projects were recommended relating to a wide range of health, social and economic concerns associated with substance abuse.

Program Evaluations

In 1989/90, 19 evaluations were undertaken by Alcohol and Drug Programs at both the regional and provincial levels, including an evaluation of treatment and clinical effectiveness, CAP projects, bed utilization, administrative operations, and a Benchmark Survey to assess the impact of the TRY Awareness Campaign.

TRY Coordingating Committees

Two Committees have guided The TRY Program:

- **Minister's Advisory Committee on Substance Abuse** - established to advise the Minister of Labour and Consumer Services. Membership in 1989/90 represented 23 public and private sector organizations and non-profit agencies.

- **Interministerial Committee on Substance Abuse Prevention (ICSAP)** - composed of 17 representatives of ministries and agencies having a direct interest in substance abuse issues.

In the fall of 1989 the Premier established the **Cabinet Committee on Drug Abuse** to oversee the provincial strategy on drug initiatives and develop enforcement and educational programs. The Committee consisted of the Premier as chairman and seven other Ministers representing government programs with direct interest in substance abuse issues.

"We found each other, and found that we could make a difference."

-- Lake Country ADAPT Task Force member

Table 13: Treatment Services in British Columbia

Program	1989 - 90	1988 - 89	1987 - 88
Outpatient	110	98	53
Detox	8	8	8
Residential	11	10	8
Support Home	20	13	9
CDRT	14	6	1
Corrections	23	5	0
Other	2	0	0
Total	**188**	**140**	**79**

CounterAttack

The 1989/90 fiscal year marked the thirteenth consecutive year of the provincial government's Drinking Driving CounterAttack program.

Mandate

The program's mandate is to reduce the cost and severity of alcohol-related traffic accidents through police enforcement, public education and research and evaluation.

Branch Activities

Spring and Christmas Police Roadcheck Campaigns

The single most effective way of reducing drinking driving accidents is through high visibility police enforcement. CounterAttack co-ordinates and publicizes Spring and Christmas intensive enforcement and public awareness campaigns. Public awareness of the campaigns is intensified by television and radio messages, print advertising, posters and hand-outs, busboard messages, and community events.

During the Spring CounterAttack, April 13 - May 3, 321,925 vehicles were stopped at police roadchecks.

The Christmas CounterAttack, December 8 - January 3, checked over 422,000 vehicles and recorded the lowest level of drinking-driving traffic accidents of the year.

Other Police-Related Activities

- CounterAttack vehicles used by the police were completely refurbished and an additional 13 vans were handed over to the police for use in roadcheck and public education activities.
- 200 Roadside Screening Devices (RSDs) were purchased for the police to use at roadchecks to test drivers for alcohol impairment. These will be distributed during the 1990/91 fiscal year and the police will be trained in their use.
- 250 Police "Resource Kits" were produced containing information and two videotapes on drinking driving for use in public presentations. They will be distributed during the 1990/91 fiscal year.
- Twenty backdrop displays were distributed to the police for their use in public events and to lend to community groups.

Year-Round Public Education and Events

- *Electronic Media.* The Broadcaster's Association of B.C. donated over $3 million of air time for 4,000 30-second television messages and 29,000 radio messages.
- *Print production.*

- "The Do's, Don'ts and Dangers of Drinking/Drugs and Driving" booklet accompanies the Motor Vehicle Branch driver instruction manual, and questions from the booklet will be included in the B.C. driver examination.

- brochures, posters and print material were distributed to schools, liquor stores, physicians, police, ICBC, the media and the public.

- two new campaign-specific information cards were developed for police to distribute at roadchecks.

Liaison and Collaboration

- Provincial Government

  Vehicle Management Branch used reflective plastic CounterAttack logo bumper stickers on all government vehicles;

  Liquor Distribution Branch put CounterAttack brochures and posters in all liquor stores;

  Government Agents and Public Health Nurses distributed poster and brochures;

  B.C. News printed CounterAttack articles;

  Motor Vehicle Branch placed CounterAttack material in every driver's license package.

- Federal Government

  In conjunction with the Health and Welfare Canada National Impaired Driving Strategy, CounterAttack administered approximately $120,000 in grant funds for community-based anti-drinking driving projects in B.C.

- Insurance Corporation of B.C.

  ICBC has been a partner in CounterAttack since 1977. Under its mandate to reduce the cost of vehicle insurance, the ICBC Traffic Safety Education department holds a yearly youth conference, distributes CounterAttack brochures and posters through auto insurance agents, organizes local traffic safety committees.

- B.C. Transit Corporation

  During the Christmas CounterAttack, Transit's "Don't Take the Keys" campaign sold reduced fare tickets, ran free transit on New Year's Eve, and advertised the roadcheck campaign using busboards, television, radio, and bus shelter advertising.

  During the Spring, the corporation held their "Gradpass" campaign involving advertising and free transit tickets for all high school graduates.
  The CounterAttack program contributed about $10,000 to each of these Transit campaigns, but received in turn approximately $300,000 in promotion.

- B.C. Ferry Corporation

  CounterAttack messages were placed on the car decks and main deck of ferries on major routes at no cost to the program.

- Coast Guard

  The Canadian Coast Guard placed CounterAttack literature in each "Safe Boating" kit distributed each year to the 50,000 registered boat owners in B.C. at no cost to the program.

- Committees

  CounterAttack staff served on executive of the Police Advisory Committee; represented B.C. on the National Impaired Driving Steering Committee; member of the ICSAP committee; executive of the B.C. Crime Prevention Association; served on the CCMTA drinking driving policy sub-committee.

Research and Evaluation

- Spring and Christmas Counterattack police roadcheck enforcement campaigns were evaluated through province-wide pre/post telephone surveys and the analyses of police statistics, and the media.

- Epidemiological Studies conducted every six months from each policing jurisdiction are used to identify areas in need of enforcement and education and are distributed widely to the police and policy makers.

Annual Highlights

Since the inception of Counterattack, the proportion of alcohol-related casualty traffic accidents has been reduced by 50 per cent.

Two of CounterAttack's messages - "Hammered" and "Driver's Licence" - won 1989 "SAM" awards for **excellence in advertising** as the best public service television productions.

The B.C. Transit GradPass jointly sponsored campaign won the Triple First Place award at the 10th annual APTA Adwheel Competition in Atlanta, Georgia, 1989.

Branch Personnel and Resources

The branch is staffed by a director, a communications manager, an office manager, and a secretary.

In 1989-90 CounterAttack's budget is $1.2 million.

British Columbia Council of Human Rights

Mandate

The Council's mandate includes receiving, investigating and adjudicating complaints alleging discrimination contrary to the legislation.

Legislative Authority

The Council is responsible for administering the Human Rights Act.

The legislation protects the fundamental rights of British Columbians by prohibiting discrimination on the basis of race, colour, ancestry, place of origin, religion, political belief, marital status, physical or mental disability, sex, including sexual harassment and pregnancy, age or criminal or summary conviction.

The Council is also authorized to approve special programs to assist disadvantaged groups.

(See B.C. Council of Human Rights Annual Report for detailed summary of activities.)

A recent decision by the B.C. Council of Human Rights in favour of a complainant drew attention to racial discrimination in the workplace.

The Chairman of the hearing expressed his concern at the attitude that racial jokes and slurs are merely "fun" and suggested that the Respondent "put into practice the principles of tolerance, cooperation and understanding of diverse racial and ethnic groups."

* * *

In another decision, a young bakery worker was awarded $2,000 because of age discrimination by her employer who believed that an older woman could "learn faster and work harder."

The Chairman noted that, in this case, it had not been established that being "older" is a bona fide occupational requirement, but rather an impression or preference held by the employer.

The Industrial Relations Council of British Columbia

New legislation was introduced in July, 1987, which amended the Labour code and brought into being the Industrial Relations Reform Act.

The IRC has the most comprehensive labour relations jurisdiction in Canada. It continues the adjudicative operations of the former Labour Relations Board and also offers dispute resolution services.

(See Industrial Relations Council Annual Report for detailed summary of activities.)

Policy and Legislation Branch

Mandate

To serve all program areas of the Ministry and function as the centre of research and policy expertise.

Branch Activities

The main tasks of the branch are to:

- provide information and analysis to the Ministry's senior officials and to various associated boards and commissions;
- develop legislation and legislative amendments under direction;
- provide program development and evaluation support to line branches;
- advise the Minister on arbitration appointments under Section 95 of the Industrial Relations Act;
- provide information to client groups, including employers, trade unions, labour lawyers, academics, and consumer and business organizations, on request.
- publish: *Collective Bargaining Information* (monthly), *Negotiated Working Conditions* (annual), *Calendar of Expiring Collective Agreements* (annual) and the *Labour Directory* (annual). These publications are available from Crown Publications Inc.

The major activities of the branch in the three main program areas are summarized below.

Labour Programs:

During 1989-90 the branch contributed to the Ministry's labour program goals by providing information and analysis of policy and legislative options, which addressed the Ministry's objectives in industrial relations, employment standards, human rights, occupational health and safety and workers' compensation.

The branch collected and published data on wage settlements and collective bargaining trends in the province, and liaised with the Industrial Relations Council (IRC).

The branch maintains a library of all collective agreements signed in the province as well as both paper and microfiche copies of all arbitration awards in the province. Copies of collective agreements or arbitration awards are available at nominal cost.

The branch also:

- provides ongoing research support to various inter-ministry and ad hoc committees;
- provides reports to Labour Canada on compliance with International Labour Organization (ILO) Conventions;

- provides reports to the federal department of Secretary of State in the area of international human rights instruments;
- represents the Ministry at various federal-provincial meetings of sub-committees of the Canadian Association of Administrators of Labour Legislation (CAALL).

The branch provided background for minor amendments passed for the Human Rights Act.

Other branch activities in the Labour programs area included a review of the economic indicators, price changes and rates in other jurisdictions with regard to the minimum wage level. An increase in the general minimum wage was announced in July from $4.50 to $4.75, effective October 1, 1989. At the same time a further increase of $.25/hour to $5.00 was announced to become effective April 1, 1990.

The branch participated in inter-ministry discussions on provincial pension policies.

Annual Highlights

A major activity of the branch during the fiscal year was participation in the amendment of the Workers' Compensation Act, to reflect the recommendations presented to the Minister by the advisory committee, chaired by Donald Munroe Q.C., in October of 1988. Bill 27, which introduced major structural changes to the WCB, received Royal Assent on June 28, 1989. The implementation of the amendments continued throughout the fiscal year, with the first ten appointments to the new Board of Governors announced on March 16, 1990.

Consumer Programs:

To meet the Ministry's Consumer Services objectives, the branch continued to consult with the federal government in its development of amendments to the Federal Bankruptcy Act.

During the fiscal year, work was completed on the amendments to the Residential Tenancy Act which were first announced in December, 1988. The Residential Tenancy Amendment Act, which passed in July of 1989, increased services provided by the Residential Tenancy Branch, transferred responsibility for monetary issues from small claims court to government-appointed arbitrators and extended protection of the Act to permanent residents of hotels, motels and rooming houses.

The Pyramid Distribution Act was amended to remove overlap with the federal Competition Act, and the name of the Act changed to the Multilevel Marketing Regulation Act effective February 1990.

Annual Highlights

In Consumer Services, a major achievement during the fiscal year was the development of a new Cemetery and Funeral Services Act, which received Royal Assent in June 1989. In February, 1990, the new Cemetery and Funeral Services Act was proclaimed, replacing

four outdated Acts which had previously regulated the cemetery, cremation and funeral service industry.

Liquor Programs:

The branch provided assistance to the Liquor Control and Licensing Branch and the Liquor Distribution Branch on a wide variety of projects in the areas of policy, program development and legislation.

Annual Highlights

Policy initiatives were carried out in response to recommendations of a Joint Committee of the Liquor Control and Licensing Branch and the Union of British Columbia Municipalities. The branch provided administrative support for the Joint Committee, and developed amendments to the licensing process to provide for more local input, while ensuring consistency across the province.

The branch also assisted in the development of the legislative and administrative provisions in connection with the establishment of a new Liquor Appeal Board, and of a new Liquor Licensing Committee as recommended in the July, 1989 Liquor Licensing Report by former Ombudsman Peter Bazowski. The branch also completed its development of the Responsible Beverage Alcohol Server Training Program, which commenced in the fall of 1989.

On the Liquor Distribution side, the branch continued its involvement in multi-lateral trade discussions concerning the importation of foreign-manufactured alcohol products into British Columbia, and in the development of a program to assist the domestic grape and wine industry's adjustment to the Free Trade Agreement and to the implications of GATT rulings on imported wines.

Library

The Ministry Library, located in this branch, currently carries over 11,000 titles, plus a collection of journals and government publications.

Major library functions are to:

- provide current information, awareness and information referral services to Ministry staff;
- maintain centralized publications ordering and accounts payable;
- provide standardized cataloguing services, and arrange inter-library loans and reference services for the Ministry and outside users.

Personnel and Resources

The branch has 17 staff located in Victoria which include policy specialists, policy analysts, and support staff.

Table: 14 BRITISH COLUMBIA UNIONS WITH 5,000+ MEMBERS

Union Membership	1989
B.C. Government Employees' Union	42,543
Canadian Union of Public Employees	35,843
I.W.A.- Canada	35,082
B.C. Teachers' Federation	33,875
Hospital Employees' Union	28,000
Food and Commercial Workers	20,593
B.C. Nurses' Union	20,023
Teamsters	18,442
Public Service Alliance of Canada	15,402
International Union of Operating Engineers	11,956
United Brotherhood of Carpenters	11,482
Telecommunication Workers' Union	10,530
United Steelworkers of America	10,350
International Brotherhood of Electrical Workers	9,758
Hotel and Restaurant Employees	9,722
Office and Professional Employees	8,871
Labourers' International Union	8,689
Canadian Paperworkers' Union	8,482
International Association of Machinists	7,994
Pulp, Paper and Woodworkers of Canada	6,516
United Fishermen and Allied Workers	6,378
Health Sciences Association	6,327
C.A.I.M.A.W.	5,567
U.A. (Plumbers)	5,441
Canadian Union of Postal Workers	5,311

Table: 15 COLLECTIVE AGREEMENTS EXPIRING IN 1990 (500+ employees)

Employer or Bargaining Agency	Union, Local	Expiry Date	Employees Covered
Eaton, T. Co.	Eaton's Employees Assn.	27 Jan	700
Simon Fraser University	AUCE, 2	31 Mar	575
Vancouver Community College	Vocational Instructors	31 Mar	500
Westmin Resources	CAIMAW, 19	31 Mar	640
B.C. Lithographic	Graphic Communications, 525	30 Apr	500
B.C. Sheet Metal Assn.	Sheet Metal Workers, 280	30 Apr	1,150
Simon Fraser University	AUCE, 6	30 Apr	674
Canadian Airlines International	Machinists, 764	20 May	2,037
Canada Government	Federal Govt. Trades	31 May	881
Canteen of Canada	Service Employees, 244	31 May	700
Air Canada	Machinists, 2324	24 Jun	659
B.C. Rail	Council of Unions	30 Jun	1,767
Cominco	Steelworkers	30 Jun	2,700
School District #23 Central Okanagan	Central Okanagan Teachers	30 Jun	812
School District #24 Kamloops	Kamloops Teachers	30 Jun	949
School District #36 Surrey	Surrey Teachers	30 Jun	2,131
School District #37 Delta	Delta Teachers	30 Jun	1,100
School District #38 Richmond	Richmond Teachers	30 Jun	917
School District #39 Vancouver	Vancouver Teachers	30 Jun	3,000
School District #41 Burnaby	Burnaby Teachers	30 Jun	998
School District #42 Maple Ridge	Maple Ridge Teachers	30 Jun	581
School District #43 Coquitlam	Coquitlam Teachers	30 Jun	1,400
School District #44 North Vancouver	North Vancouver Teachers	30 Jun	953
School District #57 Prince George	Prince George Teachers	30 Jun	1,200
School District #61 Victoria	Greater Victoria Teachers	30 Jun	1,195
School District #68 Nanaimo	Nanaimo Teachers	30 Jun	687
School District #22 Vernon	Vernon Teachers	01 Jul	540
Canadian Airlines International	Machinists, 721	01 Jul	852
Alcan Smelters	CASAW, 1	23 Jul	1,493
Vancouver Dairy Agreement	Teamsters, 464	30 Sep	1,132
B.C. Ferry Corporation	Ferry Workers	31 Oct	2,600
Pacific Press	Newspaper Guild, 115	30 Nov	868
GVLRA (Capital Region)	CUPE, 1978	31 Dec	515
GVLRA (Saanich)	CUPE, 374	31 Dec	650
School District #36 Surrey	CUPE, 728	31 Dec	830
School district #39 Vancouver	VMREU	31 Dec	700
Surrey, District of	CUPE, 402	31 Dec	900
Vancouver, City of	CUPE, 1004	31 Dec	1,362
Vancouver, City of	Firefighters, 18	31 Dec	757
Vancouver, City of	VMREU	31 Dec	1,792
Vancouver Police Board	Police Officers, 1	31 Dec	966

Table: 16 Work Stoppages in British Columbia, Three Year Comparison 1987 - 1989

	Stoppages			B.C. Workers			Duration in Worker-Days		
	1987	1988	1989	1987	1988	1989	1987	1988	1989
Totals for all Industries	**53**	**70**	**103**	**328,607**	**49,133***	**61,838**	**567,741**	**400,067**	**569,885**
Jurisdictional Classification									
Provincial	**43**	**62**	**98**	**30,577**	**39,115**	**60,701**	**229,549**	**378,102**	**549,390**
Federal	**9**	**8**	**5**	**12,030**	**10,018**	**1,137**	**52,192**	**21,965**	**20,495**
Industrial Classification									
Goods Producing	**20**	**38**	**36**	**5,907**	**11,910**	**12,285**	**183,284**	**154,520**	**329,801**
Agriculture	-	-	-	-	-	-	-	-	-
Forestry (a)	3	1	-	785	100	-	1,450	180	-
Fishing	-	-	4	-	-	5,397	-	-	36,076
Mines (b)	2	3	8	1,115	365	4,637	1,064	37,044	148,110
Manufacturing	15	33	23	4,007	11,438	2,181	180,770	117,275	145,315
Construction	-	1	1	-	7	70	-	21	300
Service Producing	**32**	**32**	**67**	**36,700**	**37,223**	**49,553**	**98,454**	**245,547**	**240,084**
Transport (c)	10	9	14	12,050	5,921	1,857	52,194	18,623	27,803
Trade	3	-	8	41	-	98	5949	-	7841
Finance	-	-	2	-	-	20	-	-	606
Community Services	9	1	28	24,120	136	44,681	29,913	1,360	145,223
Business (d)	8	6	9	298	1,326	532	10,327	72,998	20,569
Public Admin.	2	16	6	191	29,840	2,365	71	152,566	38,042

(a) Primarily Logging (b) Includes Quarries & Oil Wells (c) Transportation, Communication & Other Utilities (d) Business and Personal Service

* Note: The total figure includes an estimated 286,000 workers involved in the June 1st one day of protest of proposed labour legislation.

Finance and Administration

Mandate

To provide accounting and administrative services for the Ministry.

Legislative Authority

The Financial Administration Act and central agency policy and procedure manuals guide all government financial and general administration in the ministry. The intent of the legislation is to ensure the proper handling of all public funds by employees of the Crown.

This is accomplished by ensuring all financial transactions of the Ministry are properly approved and identified as to their nature, amount, purpose and custodial responsibility.

Branch Activities

Branch staff:

- prepare annual estimates
- undertake budgetary control
- prepare and distribute payroll data
- process accounts payable and revenues and trust funds
- promulgate financial policies and procedures
- prepare financial reports and summaries to meet internal and external requirements
- coordinate office accommodation, telecommunication services, vehicle and records management.

The branch also provides support services to the Industrial Relations Council, the B.C. Council of Human Rights, and the Workers' Compensation Review Board.

As of March 31, 1990, there were 52 separate office locations throughout the province for all Ministry programs.

The Summary of Revenue by Source and the Summary of Expenditures by Appropriation for the fiscal year ended March 31, 1990, contained in this annual report have been prepared by management in accordance with the accounting policies adopted by the Province of British Columbia, and agree to the best of our knowledge tc the Public Accounts still to be published.

Personnel and Resources

In 1989/90 the Finance and Administration Branch, located in Victoria, employed 25 full-time equivalent employees; 17 in the financial operations and systems section, three in the financial planning and analysis section, three in the facilities and support services section, and two in branch administration.

Actual expenditures for the branch were $ 1,209,585,being 99% of budget ($1,233,634).

Table 17: SUMMARY OF REVENUE BY SOURCE for the Fiscal year ended March 31, 1990		
	1988-89	1989-90
Liquor Control and Licensing	4,919,980	4,811,007
Liquor Appeal Board	--	13,200
Motor Dealer Licensing fees	388,880	392,054
Residential Tenancy fees	159,080	270,026
Travel Agents fees	172,843	219,454
Industrial Relations Council	86,468	76,329
Debtors Assistance fees	66,255	397,267
Employment Standards fees	94,260	115,400
Crematoria fees	1,150	1,050
Miscellaneous revenue and credits	70,127	108,048
V.R.D.P. - Revenue Contributions Federal Government	7,627,678	8,572,472
A & D Treatment & Rehab. Agreement	991,000	2,051,000
A & D Canada Assistance Plan (*)	408,185	933,498
A & D Miscellaneous Revenue	2,115	503
Total Revenue	**14,988,021**	**17,961,308**

(*) NOTE: For the 1988/89 fiscal year, the cost-sharing revenues under the Canada Assistance Plan relative to Alcohol and Drug Programs were recorded by the Ministry of Social Services and Housing. In fiscal 1989/90, the revenue collected was formally transferred in the accounting records to the Ministry of Labour and Consumer Services. Both amounts were determined by the Ministry of Social Services and Housing.

Table 18: Summary of Expenditure by Source for the fiscal year ending March 31, 1990

TOTAL APPROPRIATIONS				
Vote No.	Description	Original	Revised (*)	Actual Expenditure
41	Minister's Office	273,577	273,577	273,030
42	Ministry Operations			
	- Administration and Support Services	4,030,975	3,875,849	3,770,652
	- Labour Relations	7,417,667	7,285,694	7,271,044
	- Industrial Relations	6,800,588	6,745,112	6,742,182
	- Workers' Compensation Review Board and Compensation Advisory	10	10	0
	- B.C. Council of Human Rights	1,403,811	1,403,811	1,402,136
	- Consumer Services	3,551,096	3,586,096	3,564,948
	- Liquor Control and Licensing	3,169,071	3,458,496	3,439,545
	- Liquor Appeal Board	0	18,150	18,150
	Total Vote 42	**26,373,218**	**26,373,218**	**26,208,657**
43	Prevention and Treatment of Substance Abuse	50,661,204	50,374,204	49,153,695
	Frozen Funds	0	287,000	0
	Total Vote 43	**50,661,204**	**50,661,204**	**49,153,695**
	TOTAL MINISTRY VOTE	**77,307,999**	**77,307,999**	**75,635,382**

(*) NOTE: The annual Supply Act provides the necessary authority to reallocate appropriated funds between sub-votes. The revised column reflects the final reallocated budget amounts as approved by Treasury Board.

Information Systems Branch

Information technology has become an important factor in the Ministry's ability to provide cost-effective, service-oriented programs. Through the use of Branch services, programs can strengthen and maximize their productivity and customer service.

Mandate

To promote the effective delivery of Ministry programs by providing leadership and expertise in the management of information and associated computer technology.

Branch Activities

Branch services include: strategic planning; analysis and recommendation of solutions to address business needs; development of computer software; diagnosis and resolution of operating problems; operation of a computer facility; equipment acquisition; coordination of technology training; development of Ministry-wide technology standards; guidance in applying government-wide policy; and, liaison with central agencies on technology issues.

Annual Highlights

Information Systems developed case management systems to improve service delivery and financial accountability in Travel Services, Residential Tenancy, Motor Dealers and Investigations.

A correspondence tracking system was also implemented to ensure timely response to enquiries.

Decentralized system access to regional office was provided for Employment Standards, Investigations and Liquor Control and Licensing.

Personnel and Budget

The Branch provided services to Ministry offices throughout the province with ten staff and an annual budget of $2,128,000.

Personnel Services

Mandate

The role of the Personnel Services Branch as a staff organization is to provide the Ministry with timely and effective advice, consultation, and support in personnel; leadership in program development, implementation, and evaluation; and of program administration within the Ministry and between other agencies.

Legislative Authority

The program is governed by personnel policies of the Government, Public Service Act, Public Service Labour Relations Act, Human Rights Act, and is impacted by various collective agreements of public service trade unions.

Branch Activities

The Personnel Services Branch provides the following consultative services and functions: recruitment and selection, organizational development, classification, labour relations, staff training and development, occupational health and safety, compensation, benefit administration, leave management, and employee records.

The Branch also deals directly with the public seeking employment in the public service and represents the Ministry in matters of concern to the Government Personnel Services Division.

Services are provided to Ministry executive, program managers and employees, central agencies, and the general public.

Personnel and Resources

Branch staff consists of a director, two personnel officers, a personnel technician/office manager, a leave and benefits administrator, and two clerical/stenographer support staff.

The branch regularly utilizes resources available through the employee rehabilitation and personal placement programs.

In addition, the branch has sent into motion a series of action plans taking advantage of information technology to maximize service to our clients.

Public Affairs

The Public Affairs Branch acts as the Ministry's initial contact point for the public, the media, and other government offices. The branch responds to questions from the public as well as redirecting calls to appropriate branches and correct ministry or government bodies. During the year, the branch responds to approximately 600 - 700 media calls relating to programs and issues within every branch of the ministry.

Mandate

To promote awareness and acceptance of Ministry programs and legislation by:

- planning and executing effective promotional and informational programs within budgetary confines;
- providing public relations advice and services to the Minister and Ministry officials;
- promoting line branches' activities by producing news releases, brochures, audio-visuals and advertising;
- coordinating media inquiries and Ministry statements;

Branch Activities

During the year, the branch wrote and distributed 137 press releases, researched and wrote 39 speeches, planned and attended press conferences, prepared briefing notes for the Minister, Caucus briefing books, and prepared an estimates speech and substantial estimates back-up material for the Minister.

The CounterAttack Program reported to the Director of Public Affairs. (see pages 41 - 43 for the CounterAttack report).

The branch played a major coordinating role in the Alcohol and Drug TRY program. (see pages 34 - 40).

Annual Highlights

In the summer of 1989, an internal ministry newsletter, LCS News, was initiated. The mission of the newsletter is to foster a sense of common purpose and ministry identity across program lines, and to give management an opportunity to convey important messages and vice versa.

The newsletter is written, edited, and prepared camera-ready within the branch for printing and distribution.

The first edition was published in September 1989, and 700 copies were delivered to employees in the Ministry. In the six editions printed this year, contributions have been received from all branches of the ministry. Also included are items on new legislation, Women's Advisory Committee information, news of ministry personnel, informational quizzes, branch focuses, cartoons, and other interesting and relevant items.

Excluding copies of the newsletter, approximately 625,000 promotional and informational pamphlets, brochures, booklets, annual reports, bulletins, posters were printed for distribution to the public.